

SC DMH Patient Advocacy Report December 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	86
Harris	1	73
Morris Village	2	15
Hall	0	9
Tucker	1	19
BPH-Forensics	9	140
Mental Health Centers	31	428
Total	50	770

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	32	550
Information, Referral & Other Assistance¹	10	124

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	36	17	59	7	112
2) Admission & Discharge	23	12	25	3	60
3) Information & Advocacy	26	21	41	6	88
4) Physical Environment	14	25	3	3	42
5) Inpatient Rights	67	47	2	4	116
6) Personal Property & Money	22	30	49	5	101
7) Confidentiality & Consent	7	7	27	3	41
8) Treatment	46	13	259	26	318
9) Other Rights Issues	12	9	68	5	89
Total⁵	253	181	533	62	967

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	9				9
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	19	14	58	7	91
e. Neglect	6	3			9
f. Financial Exploitation	1		1		2
2) Admission & Discharge					
a. Discharge (when)	8	8		2	16
b. Community Placement (where)	7	2			9
c. Periodic Court Review	2		1		3
d. Questions, Education & Other	6	2	24	1	32
3) Information & Advocacy					
a. Access to Advocacy	18	14	33	4	65
b. Access to Legal Resources	6	5	5		16
c. Questions, Education & Other	2	2	3	2	7
4) Physical Environment					
a. Food Quality & Quantity	3	7		1	10
b. Linens, Clothes & Toiletries	4	6		2	10
c. Disrepair of Physical Plant	5	11	3		19
d. Cleanliness of Facilities	2	1			3
5) Inpatient Rights					
a. Privacy		6		2	6
b. Safety	9	2		1	11
c. Freedom, Privileges & Fairness	26	20	1	1	47
d. Communication	11	14			25
e. Health Care	21	5	1		27
6) Personal Property & Money					
a. Property	12	19		2	31
b. Money, Entitlements, Rep. Payee	8	10	3	3	21
c. Billing Issues	2		42		44
d. Other Non-DMH Issues		1	4		5
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	17	1	22
b. Breach of Confidentiality	3	3	4		10
c. Issues of Consent, Confidentiality, etc.	3		6	2	9
8) Treatment					
a. Eligibility for Services	2		31	2	33
b. Accessibility to Staff & Treatment	6	7	119	13	132
c. Individualized, Client-Driven	19	3	103	9	125
d. Right to Refuse Treatment	19	3	6	2	28
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting	6	6			12
e. Housing	2		35	4	37
f. Legal assistance for Non-DMH issues	3	1	33	1	37

